



Handbook for Independent Living Residents

**2320 West 113th Place
Chicago, IL 60643**

773.474.7300

www.smithvillage.org

A Smith Senior Living Community

Letter from the Executive Director

Welcome to Smith Village!

We are honored that you have chosen our community as your new home. Our goal is to ensure that you enjoy all Smith Village has to offer.

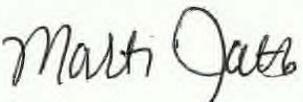
Smith Village is designed to make it possible for you to devote one hundred percent of your time and energy to pursuing your personal interests and to spending time with other residents, who may be your longtime treasured friends or have just become new friends. We also encourage you to invite your family and others to visit often and to enjoy the hospitality Smith Village provides.

We are eager to help you get settled into your new apartment. So please call on me and other Smith Village staff members to answer any and all questions you may have. I also am eager to hear your suggestions about ways to make life at Smith Village even more rewarding.

This handbook will help you get acquainted with your new home and with some of the customs and traditions that make living in a retirement community easy and pleasant.

We extend a warm welcome to you, your family and friends. Our commitment to you is to provide a gracious home with the happy, healthy lifestyle you deserve.

Best wishes,

A handwritten signature in black ink that reads "Marti Jatis". The signature is written in a cursive, flowing style. The background of the signature area is a light green rectangular box.

Marti Jatis
Executive Director

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Your New Community

Because so many of our residents most recently lived in single family homes, Smith Village is committed to help residents make a pleasing transition. This handbook is designed to share information and guidelines about how best to enjoy our programs and common areas as well as to be mindful of neighbors.

Resident Improvements

All Smith Village residents are encouraged to decorate their new apartment to suit their tastes. You also may customize your residence at your own expense.

To help with small tasks such as hanging artwork and rearranging furniture, Smith Village's Environmental Services Department will provide one hour of complimentary services when you move in.

Throughout the year, Environmental Services also will

- Change light bulbs in permanent fixtures
- Replace batteries in smoke/carbon monoxide detectors and remote control door openers for the garage
- Complete repairs of appliances installed by Smith Village
- Handle plumbing problems.

Smith Village reserves the right to charge for these services if the repairs are due to negligence or misuse. These charges will be discussed with you before work begins.

If you would like additional assistance with repairs or improvements that take more time, please call the Reception Desk at extension 0 to schedule an appointment with Environmental Services so you can discuss your needs and to learn the hourly rates and estimate for completing the job.

With the increasing popularity of large screen, flat panel televisions, Smith Village has established standards for installing them to ensure safety for everyone in your residence. When purchasing one, it is prudent to ask about services of a professional installer trained for this project. These televisions, weighing approximately 45 pounds, typically are hung with brackets that can hold at least 54 pounds and

need to be installed in at least two studs. If your new television set weighs more, additional precautions are necessary.

Please ask the Environmental Services Director for a list of approved contractors and tradesmen whom you can trust and who meet Smith Village standards and are properly licensed and insured.

Your contractors will be required to provide a contractor's license and certificate of insurance: workers' compensation, \$500,000 and general liability, \$1 million. The company also will be required to register with the Director of Environmental Services and to provide proof of background checks for its employees working at Smith Village.

Your contractor will be required to clean up your apartment to your satisfaction when work is completed. Your contractor will be responsible for removing all debris.

Please stop at the Reception Desk and ask for the form to notify the Environmental Services Department about planned work by an outside contractor.

When you vacate a residence, it must be restored to its original condition at your expense. The Director of Environmental Services will inspect the residence and confirm that it is acceptable.

Image of Smith Village

Windows are highly visible areas for residents and guests. To maintain our community's aesthetically pleasing appearance, please help us present an attractive community to our neighbors.

Place only small plants, ornamental objects and decorations in windows and on windowsills. Smith Village's Executive Director reserves the right to request that items be removed.

Please do not place doormats at the front door of your residence. Although we appreciate your intention to keep your apartment in excellent condition, they are a safety hazard for fellow-residents, guests and staff members.

In addition to these practical considerations, please be mindful that your neighbors at Smith Village might not share your personal and religious beliefs.

Please do not display signs or other materials with any political references, images or endorsements on the shelf or in doorway area surrounding the front door of your apartment.

Also, please do not distribute proselytizing literature or leave it in common areas and please ensure that your visitors follow this guideline. Also, be aware that loud talking and other noises in hallways may be heard in residences.

Residents' Storage Area

At the center of each floor near the elevators in Smith Village's Independent Living building, an individual locker for dry, non-combustible personal items is provided for you. Please use only the locker designated for you and do not store any items, even temporarily, in a locker that currently is not in use. To ensure the utmost security, Smith Village asks you to provide your own lock for this storage compartment. Smith Village assumes no risk or liability for stored items.

For the sake of safety and sanitation, chemicals, food and other perishable products, and odor-causing items cannot be kept in your storage locker.

You may not store items in places other than this designated storage area or your residence. If there are special circumstances, please consult with the Executive Director.

Pets and Pet Policy

Smith Village welcomes your pets for the Independent Living residences only. Pets are limited to dogs, cats, birds and fish. Dogs and cats must be of reasonable size and housebroken. Before you move into Smith Village, the Executive Director will approve that your dog or cat can move into your apartment.

At the discretion of the Executive Director, if a pet is unruly or becomes a general nuisance to members of the Smith Village community and its staff, its owner must find another home for that pet.

When pets are outside your residence, they must be leashed at all times. Pets are permitted only in corridors when entering and leaving a residence. They are not permitted in common areas of the community.

You are responsible for your pet's care and any damage it may cause to your residence or any common area. You also are required to pick up and dispose of all pet waste. Please take advantage of Smith Village's enclosed area for dogs on the far northeast side of our 113th Place parking lot.

Pet owners must have their animals examined and inoculated annually to ensure freedom from disease. Your pet must wear its license tags. Proof of veterinarian treatment must be furnished to the Executive Director, if requested.

If you do not have a current license for your pet, please contact the City of Chicago's Office of the City Clerk, City Hall, 121 North LaSalle Street, 312.744.6861, or its satellite office at 5674 South Archer Avenue, 312.745.1100.

Gratuities and Tips

It is the privilege of the Smith Village staff to serve you. So, tipping is strictly forbidden. Just as family members and friends helped make your life more comfortable in your previous home, so will our staff strive to do the same now that Smith Village is your new home.

The same principle applies to Smith Village staff members. Staff members understand that accepting gratuities, gifts or tips will result in disciplinary action up to and including termination.

If you wish to express your appreciation to a staff member, please tell him or her how grateful you are that they are there to help you.

Smith Village residents have instituted an annual holiday gift program for employees.

You are welcome to voluntarily participate in the Employee Holiday Gift Fund. Contributions are made throughout the year and during a period just before Thanksgiving.

Funds collected are then equitably divided among the staff of Smith Village and presented to them at their holiday party. Smith Village employees truly appreciate your expression of gratitude with this voluntary holiday gift.

Our Community Lifestyle

Resident Council

The Resident Council plays an essential role in the management and active lifestyle of Smith Village. The Council is comprised of all Independent Living residents who elect officers to represent your views to the Executive Director and his staff.

The Resident Council Officers meet regularly and schedule meetings with a Smith Village staff member to enhance established programs and to propose new ideas, as well as to address areas of concern. The officers of the Resident Council also meet regularly with members of Smith Village's Board of Directors who serve as their liaison to the entire Board.

Activities and Social Programs

Smith Village's full-time Life Enrichment Director collaborates with her staff members to provide a variety of programs designed to interest you. This staff regularly consults with the Resident, Council's Activity Planning Committee and welcomes suggestions from every resident.

We encourage all residents to join in planned activity programs that interest them and to be willing to explore and develop new interests. Many residents find these activities great ways to meet new friends and to enjoy being part of a community of people who share long-time and new interests.

Monthly, you will receive the *Village News*, a newsletter with features and news of the community, and a monthly calendar of events that includes reminders of special activities also posted at the Reception Desk and broadcast on SeniorTV, Smith Village's closed circuit channel.

Typical planned activities include board and card games, book clubs and other discussion groups, arts and crafts classes, educational programs, movies, travel logs, entertainment including musical performances and socials. Participation is voluntary. There is no charge for these programs, only for supplies.

In addition, Smith Village plans a variety of special trips and events off-campus that are announced in the *Village News*. The details about any additional charges for tickets and meals are included in the newsletter for those who choose to participate in these activities. For most local trips, bus transportation is provided without charge.

For more information or to make a reservation, call the Reception Desk at extension 0 or check your in-house announcement TV channel.

Dress Code

Smith Village residents take pride in being well-groomed and neatly dressed. You are encouraged to dress comfortably and appropriately for dining, events in the Commons and when you travel as part of the Smith Village community. You should never wear housecoats, slippers or bathrobes in common areas. Please inform your guests about the Smith Village dress code.

Residents at Smith Village dress-up for special events and dinners. Dining in Smith Village's Formal Dining Room is comparable to visiting a fine restaurant. Shoes must be worn at all times. Loungewear is never permitted. The Dining Room Manager discreetly will advise residents and guests who are not dressed appropriately.

For breakfast, many residents and guests wear casual clothing including shorts for ladies and gentlemen. For dinner on weekdays and on Sundays, gentlemen wear slacks and a collared shirt (polo shirts are acceptable); ladies, a dress or dress slacks with a dressy blouse or sweater.

For the Marketplace Café, casual attire is permitted. Loungewear is not allowed. Shoes must be worn at all times.

Smith Village Commons

Smith Village offers a delightful community area called the Commons. The perfect place to meet fellow-residents, family and friends, Smith Village's Commons houses our main entrance Reception Desk, Community Hall, Formal Dining Room, Marketplace Café, Club Room, Living Room, Village Store, Mail Room and Administrative Offices.

Living Room

Residents and their guests are encouraged to enjoy the formal beauty of Smith Village's Living Room immediately west of the main entrance. The Living Room showcases many works of art that have become part of the community's collection since 1924.

Community Hall and Club Room

Many special events and programs are produced in the Community Hall near the main entrance of Smith Village. This center of activity can accommodate as many as 85 residents and their guests. The recently installed beautiful stage on the west end of the room enhances many programs and performances.

In addition, the Club Room, adjacent to the Community Hall, provides a great place for residents to socialize, to enjoy card and board games, and to use a microwave oven and icemaker for informal hospitality. Please reserve the Club Room for a group of residents or a personal gathering by calling extension 7304.

Mail Room

The Mail Room, located in the Commons, houses your U.S. Postal Service mailbox. Your personal Smith Village mailbox also is located in the same room where you will receive timely information from Smith Village including your monthly statement, memos, newsletters, activity calendars and announcements.

Please stop at the Mail Room as part of your daily routine.

If you plan to be away for an extended period of time, notify the U.S. Post Office and complete the necessary information so that your mail can be held for delivery after your return or forwarded to a different address. Also notify the Reception Desk so your Smith Village materials can be set aside for you or mailed to you while you are away.

Village Store

Residents volunteer to staff the Village Store located next to the Mail Room in the Commons. Hours are posted on the window of the store.

This store sells cards, toiletries, candy and soft drinks, and selected gift items. Residents decided that net proceeds of sales in the Village Store are deposited in *Emile's Fund*, which was established to assist residents who outlive their means.

If you have suggestions for merchandise or you would like to volunteer, talk with a member of the Resident Council to direct you to the individual responsible for Village Store operations.

Administrative Offices

For your convenience, the Smith Village administrative offices are located near the main entrance. Office hours are Monday through Friday from 8:00 a.m. until 4:30 p.m., except holidays.

For your convenience, there is a waiting area near the Reception Desk immediately outside the entrance to these offices.

Coat Room

A coat room for you and your guests is located in the hallway just south of the Formal Dining Room. Note that Smith Village is not responsible for any items you and others leave in the coat room.

Dining Services

For residents in Independent Living apartments, Smith Village offers a Dining Points system that is included in your monthly service fee. It is designed to accommodate your busy schedule and to give you the utmost flexibility for planning your own meals and for ordering special menu items.

Dining Points

Your Dining Points are based on the number of days in each calendar quarter which is approximately 91 days. On the first day of each dining cycle, a single resident receives 783 Dining Points; couples, 1,566 Dining Points.

With each meal and food purchase, you will receive a receipt to sign that includes your available 3-month balance of Dining Points. If you have any questions about the status of your Dining Points during the quarter, please ask the Dining Room Manager to print a comprehensive report for you.

When you move into Smith Village your apartment number will determine which 3-month billing cycle we use to manage your Dining Points program.

Smith Village has organized its billing system into two groups organized by apartment numbers: Meal Plan A and Meal Plan B.

- Residents whose apartments are listed under Meal Plan A start their quarterly Dining Points program on the first of February, May, August and November.
- Residents whose apartments are listed under Meal Plan B begin their 3-month Dining Points program on the first of March, June, September and December.

On the first of the months for your Meal Plan, your account will be credited with the number of points based single or double occupancy of your apartment.

Please look for your apartment number in the chart that follows to determine your personal Meal Plan.

Meal Plan A				Meal Plan B			
1301	2301	3301	4301	1302	2302	3302	4302
1303	2303	3303	4303	1304	2304	3304	4304
1305	2305	3305	4305	1306	2306	3306	4306
1307	2307	3307	4307	1308	2308	3308	4308
1309	2309	3309	4309	1324	2324	3324	4324
1310	2310	3310	4310	1326	2326	3326	4326
1311	2311	3311	4311	1327	2327	3327	4327
1312	2312	3312	4312	1328	2328	3328	4328
1313	2313	3313	4313	1329	2329	3329	4329
1314	2314	3314	4314	1330	2330	3330	4330
1315	2315	3315	4315	1331	2331	3331	4331
1316	2316	3316	4316	1332	2332	3332	4332
1317	2317	3317	4317	1333	2333	3333	4333
1318	2318	3318	4318	1334	2334	3334	4334
1319	2319	3319	4319	1335	2335	3335	4335
1320	2320	3320	4320	1336	2336	3336	4336
1321	2321	3321	4321	1337	2337	3337	4337
1322	2322	3322	4322	1338	2338	3338	4338
1323	2323	3323	4323				
1325	2325	3325	4325				

When you move into Smith Village, your Dining Points will be pro-rated to cover the number of days remaining for your Meal Plan's 3-month period assigned to your apartment number.

When the first of the month designated to start for your quarterly Dining Points program occurs, your total number of Dining Points will be credited to your account for that 3-month period.

All Dining Points for meals and snacks expire at the end of each quarter, when new points are credited.

The Dining Room Manager will be happy to review your account and the start date of your Dining Points cycle with you.

You may spend your Dining Points in Smith Village's Formal Dining Room, Private Dining Room and Marketplace Café. All menus are *a la carte*. Menus designate the number of Dining Points for each item that will be charged to your account.

You will receive a receipt after each transaction so you know your remaining balance at all times. You may not order food and beverages in the Marketplace and then bring them to the Main Dining Room for a meal or snack.

You are welcome to bring your own wine and beer to meals at Smith Village. Please ask the Dining Room Manager to set your table with the appropriate glassware.

You may use your Dining Points to entertain guests. You must be present when your guests dine at Smith Village.

You may not transfer your Dining Points to other Smith Village residents. If you move to another level of care at Smith Village, your Dining Points do not transfer. Smith Village includes all meals for residents in other levels of care.

Formal Dining Room

The Formal Dining Room offers flexible hours for planning your meals. Here is an overview of its hours of service and seating practices.

Dinner

Monday through Saturday 4:30 p.m. – 7:00 p.m. Reservations requested

Sunday 12:00 p.m. – 4:00 p.m. Reservations requested

A complimentary, self-service Continental breakfast, including coffee and tea as well as a selection of cereals, breads and muffins, is served seven days a week from 7:30 a.m. until 9:30 a.m. in the Marketplace Café.

Because most residents decide to plan their daily meals at the same time, the Dining Room Manager can make a standing reservation for you. When and if you need to make an adjustment in your schedule, call the Dining Room Manager at extension 7333.

Café for Casual Dining and Marketplace

Casual dining in the Smith Village Marketplace Café, located next to the Formal Dining Room, allows you to order and pick-up a meal or snack to enjoy. The Marketplace offers soup, salads, sandwiches and sweets and is open Monday through Friday from 11:30 a.m. until 6:00 p.m. and Saturday from 11:30 am until 5:00pm.

Private Dining Room

For your special occasions, an intimate dining room with an entrance through the Formal Dining Room can comfortably accommodate as many as 16 people. Smith Village encourages you to reserve this room as a perfect way to entertain family and friends.

Reservations for the Private Dining Room are accepted on a first-come, first-served basis. Make your plans with the Dining Room Manager at extension 7333.

For special menus, please plan these events at least two weeks in advance and share your ideas with the Dining Room Manager. At that time, you can review and discuss additional charges for menu selections. These charges for food and additional service staff will be confirmed in writing. All charges will be included on your next month's statement. You may apply your Dining Points to these charges.

Meals for Guests

Smith Village is very proud of its superior cuisine and sterling service. Invite your guests to join you in the Formal Dining Room, Private Dining Room or Marketplace Café for meals and snacks. We hope you will rely on our culinary and service teams to help you entertain your friends and family.

For guest meals, there are three payment options that correspond to dining cycles:

- You may use your personal Dining Points
- If you do not have points available, you may pay for guest meals by adding those charges to your next monthly statement
- Or, you or your guests may pay for their meals at the cash register in the Marketplace. Smith Village accepts cash and personal checks when a photo ID is presented

To make reservations for your guests, call extension 7333 and ask for the Dining Room Manager.

Special Diets

Smith Village encourages every resident to be mindful of maintaining healthy eating habits. If you are watching your intake of calories, fat or sodium, you might consider Smith Village's Balanced Choices program that includes healthier options. Please see Smith Village's menus for details.

Smith Village's dieticians are available to answer your questions about nutrition, special diets and meal planning. Please take advantage of their expertise and their commitment to your healthy lifestyle.

Meal Delivery Service

For your convenience, Smith Village can provide meal delivery service for an additional charge.

If you are unable to go to one of the dining areas due to temporary or short-term illness, please call the Dining Room Manager at extension 7333 before 3:00 p.m. to arrange for an evening meal to be delivered to your apartment. Your Dining Points will be used for your meal, and there is no extra charge for this delivery service when you are ill.

Community Centers

The first floor for Independent Living apartments houses three community centers: the Library, Business Center and Card Room. The Arts and Crafts Room is located on the second floor and the third floor houses a Multi-Purpose Room. The fourth floor features the Beauty and Barber Shop and Day Spa.

Library

Smith Village provides a Library adjacent to the elevator lobby on the first floor of the Independent Living building. The Library provides a great place to relax and read.

Most books are donated by members of our community. The books can be checked-out by residents and returned. While there is no formal policy or time limit, a prompt return after you have read a book is appreciated.

If you would like to volunteer in the Library, consult with a member of the Resident Council who will direct you to the individual responsible for Library operations.

Occasionally, the Library accepts book donations. To learn if your books might enhance Smith Village's collection, please consult the volunteers who staff the Library.

Business Center

Internet-accessible computers and a printer are available for your use in the Business Center located next door to the Library.

Contact the Life Enrichment Director at extension 5563 for further information about using this equipment and for scheduling tutorials. Volunteers are eager to teach you basic computer skills, as well as how to use Skype and send e-mails.

Card Room

Located on the first floor of the Independent Living building near the elevator lobby, this room is outfitted with tables and chairs for foursomes to play cards, board games and work on jigsaw puzzles.

Arts and Crafts Studio

On the second floor near the elevator lobby, Smith Village provides a bright, large room where work tables and chairs lend the perfect setting for residents to bring their sewing, arts and craft projects, and occasionally work on pottery pieces. Regularly scheduled activities planned by the Smith Village staff are announced in the monthly calendar.

The Studio is designed for peer-led groups to meet and pursue their favorite hobbies and to learn new ones. Residents who participate in these activities bring their own materials or sometimes pool their resources to purchase the necessary supplies.

Fitness Center

Independent Living residents are encouraged to pursue a healthy, active lifestyle. One way is to take advantage of the fitness programs and other opportunities in Smith Village's Fitness Center, located on the lower level of the Johanson Wing. Take the elevator east of the Marketplace Café to the Fitness Center.

Your monthly service fee includes the use of this Fitness Center and assistance by the fitness staff that is available Monday through Friday.

All programs and access to equipment are included in your monthly service fee. You have the option of using the Center on your own or under the direction of Smith Village's Fitness Instructor.

Before working out unsupervised, Smith Village requires that you file a signed "Assumption of Risk" form, available at the Main Reception Desk. We suggest that you always use the Center with a fellow-resident if not under the supervision of the instructor.

Smith Village also offers, as part of your fitness opportunities, a program called *Senior FITness*. This program was developed by Alliance Rehab, Inc. and is staffed by program specialists. Please inquire at the Fitness Center to learn more about this benefit.

Before beginning any fitness program, please present a physician's signed approval form, available from a program specialist, to Smith Village's Fitness Instructor.

While the smaller equipment is yours to use, please do not remove it from the Fitness Center. Please note that you use Smith Village's equipment at your own risk. If you would like to work out during a time when the Fitness Center is not staffed and your form is on file, please ask the Receptionist for the key.

Be mindful, after your workout, to lock the door and return the key to the Reception Desk. During those times we again suggest you work out with a fellow-resident, not by yourself.

Familiarize yourself with posted hours and other notices. Food is not permitted in the Fitness Center.

Beauty and Barber Shop, Day Spa

Smith Village's Beauty and Barber Shop and Day Spa are located on the fourth floor near the elevator lobby.

Both are operated by PS Salon, an independent service provider offering professional services including hair cuts, styling, manicures and spa services. Hours of operation are posted in the shop. Gift certificates for salon and spa services can be purchased on our Web site. Visit SmithVillage.org and click on "Lifestyle Options" or inquire at the Beauty and Barber Shop.

You can be confident that Smith Village requires background checks for all employees of independent contractors and that they meet its standards and those of the State of Illinois.

These independent contractors are not Smith Village employees. Their services are available to you for the fees posted in the shop. Their fees can be added to your monthly statement or you may pay these professionals directly. Please feel free to tip them if you typically would do so at other shops.

Appointments for the Beauty and Barber Shop and Day Spa should be made by calling extension 5560. Please request Spa services several days before you plan to use them.

Services and Amenities

Reception Desk

The Receptionist at the main entrance of Smith Village at 113th Place is available from 8:00 a.m. to 8:00 p.m. to help you with questions about community activities and to accept your reservations for special trips.

Sign-up sheets for all programs and events are located at the Reception Desk.

Newspapers

Residents should contact newspapers and other publication vendors directly for service. All daily subscription newspapers are delivered in bulk to Smith Village. Every morning, a staff member will affix a label with your name and your apartment number to your daily newspapers.

Your newspapers will be delivered to the elevator lobby on each floor of the Independent Living building by a resident volunteer.

You are responsible for notifying the Receptionist about your daily newspaper subscriptions.

Deliveries and Packages

Packages and other items delivered by the U.S. Post Office that are too big for your mailbox will be left at the Reception Desk. You will be called or a notice will be placed in your Smith Village mailbox to inform you of those deliveries. If you need assistance with a large package, ask the Receptionist to arrange for a Smith Village staff person to help you take that package to your apartment.

You must be home to accept delivery of large items such as furniture so they can be placed directly in your apartment. On either the evening before or early on the day of a delivery, please notify the Reception Desk at extension 0.

Only moving companies and retailers' delivery services that are properly insured may make deliveries directly to your apartment.

Banking On-Site

For your convenience, a representative from Marquette Bank is available on-site every Tuesday, from 10:00 a.m. to noon, except on bank and national holidays. These bankers can assist with making deposits, cashing checks and purchasing postage stamps.

Please check your monthly activity calendar or call the Reception Desk at extension 0 to make an appointment or inquire about a special request of the bank.

Dry Cleaning Service

Dry cleaning by an outside professional service is available. For specific charges and a delivery schedule, fliers are available at the Reception Desk.

Smith Village is not responsible for any dry cleaning services or loss of clothing. You are responsible for directly paying the outside vendor for this service.

Environmental Services

The Environmental Services Department maintains all buildings, grounds and common areas. It is responsible for providing repair service, maintenance and replacement of appliances supplied by Smith Village in each apartment.

Work performed by Environmental Services is generally included in your monthly fee. You only will incur charges for items and labor if replacements and repairs provided by Smith Village are a result of other than normal wear and tear.

In addition, the staff of Environmental Services is happy to assist you with other tasks for a nominal fee based on time and materials. Please purchase your own supply of specialty light bulbs and batteries for your personal items and furnishings.

Smith Village provides a schedule of fees for additional tasks performed by Environmental Services. It is available at the Reception Desk. If you have a special request not listed, Smith Village will provide a written estimate and timeline for your consideration.

Complete a work order form available at the Reception Desk or call the Receptionist and ask her to complete a form for you. Once you have provided the essential information, your request will be entered into the work log for Environmental Services.

To schedule help from Environmental Services staff members, call the Reception Desk at extension 0. With the exception of emergencies, repair schedules are based on the importance of the request, the order of receipt and available resources.

Staff members will only enter your apartment to perform requested work when you are present or when you have provided a signed written permission letter and presented it to the Reception Desk.

Smith Village, however, does reserve the right to enter your apartment to perform emergency or other preventive maintenance functions in your absence. You also will be notified about the schedule for regular cleaning of interior and exterior windows of your apartment.

Trash, Recycling and Pet Waste Disposal

You should dispose of all trash in the designated room on each floor of the Independent Living building. Please be mindful to prevent leakage by sealing plastic bags in which you place your garbage.

Smith Village recycles newspapers and magazines, but does not recycle plastics and glass at this time. Please put newspapers and magazines in the blue recycling bins located near the elevators on each floor where all refuse is placed.

If you have a pet, please be careful to dispose of all waste in tightly closed plastic bags.

Housekeeping and Linen Service

Every other week, Smith Village provides scheduled light housekeeping and linen service for your apartment. Your housekeeper will advise you of the day and time of your appointment to arrange access to your apartment.

Housekeepers do not have keys and will only enter your residence with your consent. To ensure orderly service, housekeeping services are provided only according to the assigned day and time.

Your housekeeper will vacuum, complete light housekeeping tasks, remove garbage and change your bed linens. While housekeepers are not permitted to do personal laundry, they will launder bed linens in your washer and dryer while cleaning your apartment. Please be sure to have an extra set of bed linens available for the housekeeper to fully dress your bed.

Any services performed other than every other week will be billed to your account, based upon the schedule of fees for additional services available at the Reception Desk. If you have a special request that is not listed, Smith Village will provide a written estimate and timeline for your consideration and approval.

Pest elimination is provided if needed and may require access to your apartment. A memo will be sent to you in advance of any scheduled service. If you have an issue related to pest control, please call the Reception Desk at extension 0 to alert our Environmental Services staff to the problem.

Smith Village appreciates your cooperation in keeping your residence clean and odor-free. We truly appreciate your thoughtfulness and consideration regarding these matters because how you keep your apartment may affect your neighbors.

Healthcare, Safety and Security

Resident Daily Check-In Service and Call for Assistance

Smith Village has installed a red check-in box in your bathroom near the light fixture. A resident in each apartment must push the button daily between 6:00 a.m. and 10:00 a.m. to indicate that you are safe and healthy. If you do not push the check-in box, the receptionist will call you before sending a staff member to determine your well-being.

To alert the Smith Village staff that you may need assistance, there is a gray Alert Response pad installed in your apartment. When you push the gray Alert Response pad, the system informs our staff on duty that you need assistance. A Smith Village staff member will be sent to your apartment to assess the situation, calling emergency personnel if necessary.

In addition, you will have received a personal help button on a pendant designated exclusively for your use.

Emergency Calls to 911

Independent Living residents should employ the same procedures regarding calls for emergency assistance that you followed in your previous homes. To ensure your personal safety during any emergency situation, dial 911.

If you dial 911 by accident, it is important that you do not hang up without first telling the operator you dialed in error. If you don't confirm that you are okay, 911 operators are trained to send an emergency response team to Smith Village so they can make certain you are not incapacitated.

To facilitate immediate access to key details of your medical history and current treatment plans, Smith Village will give you an emergency information packet. Fill in your information and place on your refrigerator door where emergency personnel know to look for it.

This emergency information packet is designed to help members of the Chicago Police and Chicago Fire Departments who provide services when you and your family members may not be able to effectively communicate.

Smith Village recommends that you complete this form in pencil because this information typically changes over time. You should record

- Personal information concerning medical conditions
- Drug allergies
- Key names and phone numbers for friends and family members to contact when an emergency occurs
- Contact details for your physicians
- Current prescriptions
- Special circumstances that responding emergency personnel should know

Travel and Time Away from the Community

Although you are free to come and go as you wish, please inform the Receptionist and complete a form available at the Reception Desk if you plan to be away for more than one day. Notification is necessary so Smith Village can reach you in case of an emergency.

For an extended absence, ask the Receptionist to notify the Environmental Services Director, who will accommodate your requests to care of your apartment while you are away.

For your own safety, carry an ID card with you when you leave the Smith Village campus. This card should indicate that you are a resident of Smith Village and include our general phone number 773.474.7300.

Wellness Center

The Wellness Center is located on the lower level of the Johanson Wing, accessible by taking the elevator east of the Marketplace Café. Hours are Monday through Friday, from 9:00 a.m. to noon.

Staffed by Angels at Home Healthcare, our Wellness Center provides Medicare-funded services for nursing, occupational therapy, physical therapy and speech therapy. Appointments may be made by calling Extension 7400.

The Center also provides office space for private, scheduled appointments with physicians, dentists, podiatrists and other specialists for visits. Those appointments may be made by calling extension 7700.

You may also take advantage of the Wellness Center's services if you desire to have your blood pressure checked or have questions about your health, by dropping in during the hours mentioned above.

Healthcare Support Services

Subject to the approval of the Executive Director, you may receive home healthcare services from a certified home healthcare agency of your choice in your apartment at your expense. These services, often needed to help you recuperate from an acute care illness, are intended to be intermittent and short-term.

Smith Village's approval of your choice of agencies is not an endorsement of a particular organization. Smith Village shall in no way be deemed responsible for the acts or failure to act of any such home healthcare agency.

It is Smith Village's goal to help each resident remain as independent as possible for as long as possible. But needs change and when you require assistance with the activities of daily living or nursing services on a continuing basis, a change in the level of care may be indicated.

A Smith Village senior staff member will facilitate this discussion with you when it is deemed necessary. Private caregivers or personal assistants are not allowed to provide

healthcare services on a permanent basis in any Smith Village apartment.

Use of Oxygen Equipment

Residents can use oxygen contained in concentrators and E-tanks. Absolutely no liquid oxygen is allowed due to fire code regulations.

In the rare occurrence of a power outage, please use your personal alert pendant to alert Smith Village's nursing staff on duty that you need assistance. A nurse will come to your apartment and accompany you to the Johanson Wing where Smith Village's generator will ensure that you can continue to use your oxygen.

Because Smith Village has been constructed according to the finest fire safety guidelines, access to the Independent Living building is protected by a metal door that closes access from the Main Dining Room to the area where your apartment is located. This process is activated when a power outage, no matter the reason, occurs.

Security

Confidence in your personal safety and security helps you enjoy life to the fullest. If you ever have a safety concern, immediately call the Reception Desk at extension 0 for assistance.

We recommend you lock your apartment door any time you leave. The doors are not self-locking and must be secured by using a key from the outside.

Smith Village is staffed with security personnel and surveillance video cameras and your residence is equipped with smoke and carbon monoxide detectors. Your apartment has an Alert Response pad and you are encouraged to wear your Personal Help Button, as described in this handbook. All residences are also equipped with fire sprinkler systems.

When you hear a detector activated, leave your apartment immediately. Smith Village monitors the alarm systems and manages all emergency responses as appropriate.

The exterior building doors at Smith Village are designed to be self-locking when closed. For security reasons, it is important never to leave any exterior building door propped open.

Please give the Reception Desk written authorization for individuals who will be permitted access to your apartment in your absence, illness or death. Without this prior written permission, no one, including your family members, will be given access to your apartment unless they provide a document designating legal authority to the Executive Director.

In your absence, Smith Village may be required to admit service personnel to your home without your prior approval. Management will approve all such entries.

It is the policy of Smith Senior Living to conduct various background checks, reference checks and drug testing on *all* its employees, contract workers and volunteers—not just those who provide direct care to residents.

While many of your guests are family members and friends who visit frequently, please advise them that Smith Village requires them to sign-in when they arrive and to ask for you.

Keys

You have been given a numbered key fob to the main entrance and exterior stair doors of Smith Village, one key to your apartment and one key for your U.S. postal mailbox. These keys cannot be duplicated.

If you lose your keys or need additional ones, contact the Environmental Services Director. You will be charged for additional ones and replacements.

Fire Safety

Your apartment at Smith Village contains many fire safety features. The building is constructed with fire-retardant and fire-resistant materials. Still, a fire can occur anywhere and we must strive to prevent such possibilities.

Smith Village is equipped with an abundant number of smoke detectors that will sound an alarm. They are located in each

apartment and in all public areas including corridors, dining rooms, craft and activity areas, sitting rooms and bathrooms.

When a smoke detector in a common area is activated, the Chicago Fire Department is automatically notified, and firefighting equipment is immediately dispatched to Smith Village.

The fire and smoke detectors in your apartment are linked to an alarm system monitored by Smith Village staff members. If and when a detector records smoke or fire, a Smith Village staff member immediately will be dispatched to your apartment to help you assess the situation.

When you see smoke or fire in your apartment or when you hear a detector activated in your apartment, immediately leave your residence, go to the nearest safe phone and call the Reception Desk at extension 0.

Please do not phone the Reception Desk if you are not directly involved in such an emergency, meaning the fire is not in your apartment or you have not observed any indications of fire or smoke personally. Keeping calls to a minimum keeps the phone lines open for communication during an emergency.

On the other hand, if you observe smoke or fire in your neighbor's apartment or in a common area near your residence, immediately call the Receptionist at extension 0. Then, stay in your apartment; close the door and windows; and turn off electrical appliances.

Please wait in your own apartment for further instructions. A Smith Village staff member or Chicago firefighter will knock on your door and instruct you about evacuation.

If you need to leave the building, take the smoke-free and fire-free stairway nearest your residence to the first floor. Do not use the elevators.

If there is a fire at Smith Village, you will hear a continuous loud alarm sound. Regard the silencing of the continuous sound as your "all clear" signal. Stay in your apartment until the alarm has been silenced.

If you are evacuated from the building, only return to your apartment when given explicit permission by a member of the Smith Village staff or the Chicago Fire Department.

Storm and Tornado Preparedness

For your safety, Smith Village monitors weather forecasts. When there is inclement weather, we encourage you to keep informed about approaching storms by listening to the Weather Channel or a Chicago television station that broadcasts emergency weather reports. In case of a power failure, you also may want to have a battery-operated radio in your apartment.

For the purposes of this handbook, thunderstorm and tornado “watches” are defined as weather reports indicating that conditions are favorable for these kinds of storms to develop. And “warnings” are regarded as more serious storms currently occurring in or around Smith Village.

When a weather watch is issued for a major thunderstorm or tornado, you should continue with your normal routine but stay informed in case the weather worsens.

When a thunderstorm warning is issued for metro Chicago, close your windows. If you do not feel safe in your apartment, please go into the corridor. And, when it is prudent to do so, a staff member will direct you to move to a lower level of Smith Village.

Also when a tornado warning is issued, close your apartment’s windows and go to the lower level of Smith Village. Plan to stay there until the warning has expired. Staff members will assist you and keep you informed.

During a tornado warning, if you cannot go to a lower level of the building, please move into the corridor. And if it is not possible for you to leave your apartment, please go into your bathroom and sit in the shower stall with the bathroom door and shower curtain closed.

When there is lightning, please refrain from using electrical devices in your apartment.

No Smoking Policy

Smith Village is a smoke-free community. For the health, comfort and safety of all residents, staff and guests, all indoor public areas of our community are designated as “No Smoking” areas. Smoking is allowed at your discretion only in your apartment and outdoors.

There is absolutely no smoking by residents and guests in the apartments and common areas of the Smith Village North Assisted Living building, or the Skilled Nursing Care building rooms and common areas.

Please ensure that you and your guests observe these rules.

Personal Property Insurance

Smith Village recommends that you carry appropriate renter’s insurance and adequate coverage for theft, loss or damage of any of your personal property.

Possession of Weapons

On its premises, Smith Village does not allow staff members, residents or guests to carry or to store any weapons, weapon memorabilia or replicas of a weapon. This regulation applies to all residences, common areas, garages, storage areas and lockers, and vehicles parked on the campus, as well as the city block on which Smith Village is situated.

Communications Services

Your residence is wired for telephone, basic satellite television and high-speed Internet access.

Telephone

Smith Village does not charge an installation fee for telecommunications services; however, you will be billed monthly for using telecommunications services as described in this handbook.

As a resident, you receive telephone service, including voicemail and caller identification options. You must supply your own telephones, including a caller identification capability, if you want to use this feature. The Assisted Living Wing does not allow adding a phone line from an external service.

The Smith Village phone system makes it easy to call other residents and staff members by using only their four-digit extension. Directories of phone numbers for residents and staff members are available upon request at the Reception Desk

For all calls, enter 9 + 1 + area code + number you wish to reach.

Effective October 1, 2012, the Board of Directors decided that Smith Village will no longer charge for local phone service. A map at the back of this handbook highlights the area for local calls in yellow.

Smith Village, however, still does charge for long distance calls to places outside the yellow area on the map. Long distance, billed by the minute, will appear as an additional charge on your monthly statement. Smith Village has negotiated an excellent long distance domestic and international calling plan. A copy of our calling area and rates is available at the Reception Desk.

Call extension 7700 for assistance with any problems with your telephone service.

Voicemail

Please follow these directions to set-up voicemail service for the telephones in your apartment.

- On the keypad, touch *## to access the voicemail system
- When prompted, enter the last four digits of your apartment number which serve as your temporary pass code
- When prompted, enter four new digits for your permanent pass code
- When prompted, record your name as you'd like callers to hear it
- Press #
- Add a personal greeting by touching #2 and recording your message or use a standard, pre-recorded greeting by touching #1

To hear your voicemail messages

- Press # when you pick up your phone and hear a message saying, "You have voice messages waiting. To access your mailbox, please press *##."
- Enter your pass code
- Listen to your messages that will play automatically
- Press 7 to erase a message
- Press 9 to save a message

Note: You can listen to your messages at your convenience and place a call even when there are messages waiting for you.

To disconnect from your voicemail system, please touch * or just hang up.

Television

Each residence has access to regular television stations as well as basic satellite services including SeniorTV with Smith Village's own information (Channel 3) and movie (Channel 4) channels.

These services are included in your monthly fee. High Definition (HD) broadcasts are available. When you move into Smith Village, you will be asked to select the cable service you'd like for your residence. You can change your plan at any time and the change will be included in the next month's bill which is part of your regular monthly statement.

Please refer to the first section of this handbook to learn about proper procedures for installing large screen, flat panel televisions.

Internet Access

You can order high-speed Internet service for an additional monthly fee. Contact the Reception Desk at extension 0 for current pricing and to arrange for this service.

Smith Village Telephone Directory

Smith Village provides and regularly updates a separate, easy-to-use telephone directory for your convenience. It includes contact information for Independent Living Residents and Staff Members and Key Desks.

A Smith Village staff member will confirm that you wish to include your name and phone number in this directory.

TV Listings

Smith Village provides and updates as necessary, a comprehensive listing of network and cable television channels. *This listing can be found at the end of this handbook.*

Transportation

Shuttle Services

The cost for scheduled activities and trips published on Smith Village's monthly calendar of events that require bus transportation is included in your monthly fee.

Typical trips include visits to shopping centers, libraries and cultural attractions, banks, pharmacies and grocery stores. Other planned trips are at an additional charge.

Scheduled Services for Appointments

Regularly scheduled, complimentary shuttle services to designated destinations in the immediate area are included in your monthly service fee.

To accommodate most residents' schedules, Smith Village offers regularly planned transportation service for your personal appointments. To learn if this service meets your needs, please consult your monthly activities calendar or ask the Life Enrichment Director for assistance.

A group of residents and neighbors have volunteered to provide transportation in Smith Village's sedan to typical healthcare appointments, but not for medical procedures no matter how minor they may seem. Volunteers, who participate in an orientation and training program before they begin their service, sign-up for regularly scheduled days and times. A nominal fee to cover actual costs is charged for this service.

To take advantage of this service, Smith Village residents must be physically and cognitively able to handle all aspects of their healthcare appointment. You must walk independently or only rely on a cane or walker. If you rely on a wheelchair, please ask the Receptionist to help you find other transportation assistance.

To take advantage of this transportation service, please check with the Receptionist at the Assisted Living Desk near the 112th Place entrance, extension 7700, to confirm the days of the week that this service currently is available.

Please make your healthcare appointment on one of those days and confirm your request for transportation at least one week prior to when you need it.

To use this service, you must sign a Resident's Choice form and be able to manage these appointments without the assistance of a Smith Village staff member.

To reserve this service, staffed by volunteers, please schedule your requested date and departure time with the Receptionist at the Assisted Living Desk or call extension 7700.

Smith Village strives to accommodate your transportation needs and will do its best to adapt to your schedule when you make your request in advance.

You may be pleased to know that Advocate Christ Medical Center offers free transportation to individuals, 55 years or older, living in the 60643 zip code. The only requirement is you must be able to walk to the shuttle vehicle.

When you schedule appointments for this free service for doctors' visits, lab work and medical tests, please keep in mind that this complimentary transportation service requires at least two weeks' advance notice. Please call Carla at 708-684-4123 to make your plans for free transportation.

Little Company of Mary Hospital also offers free transportation to and from its campus and satellites by providing vouchers to be used with McNamara Cab Co. You can obtain a voucher from the Reception Desk.

McNamara Cab Co. is also available to transport Smith Village residents to other destinations by calling 708.499.5777.

Smith Village continues to encourage key healthcare organizations in our area to follow this thoughtful service offered by Advocate Christ Medical Center in Oak Lawn and Little Company of Mary Hospital in Evergreen Park.

Parking for Residents and Guests

You can reserve an underground parking space for an additional fee. These spaces are based on availability. You will be given a decal to place on your windshield and a transmitter to open and close the exterior garage door accessible from 113th Place.

Above-ground, unassigned parking spaces at no additional charge also are available for you and your guests. A special area is reserved for resident cars although individual spaces are not designated for specific residents.

Automobile Registration and Insurance

For security and safety, those residents utilizing underground parking for their vehicles must be registered with Smith Village. Registration forms may be completed when entering into the underground parking agreement.

Ambulatory Aids and Electric Carts

For safety reasons, all walkers, canes, amigos and carts will be temporarily stored in the adjacent hallway or lobby or along the perimeter of the room's wall when you are seated in the Smith Village common areas including the Formal Dining Room and Café, as well as its numerous Centers.

While in the Dining Areas please ask a member of the wait staff to place your device in the designated area after you are seated. The server will return the device to you after you have dined.

Some Smith Village residents may use motorized carts, which are permitted in all areas of the community where there is adequate space to maintain a safe and convenient environment for the user as well as other residents and staff members.

Smith Village's policy regarding motorized carts states that personal motorized carts may only be used on Smith Village property when prescribed by your personal physician and approved by the Executive Director.

You must demonstrate an ability to safely operate a motorized cart. Permission to operate a cart is only granted to you; it is not transferable to any other person. You may never allow another resident or a guest to drive your cart, at any time.

When permission to use a cart is granted, it is with the understanding that the Executive Director may rescind that approval, when necessary, at any time. If you require the use of a cart, provide a copy of the insurance liability and coverage related to its use.

In addition to demonstrating an ability to use a motorized cart, you will be responsible for confirming that the cart is no wider than 25 inches and uses an acid-free battery.

Owners also are expected to maintain the good repair of their electric cart, ensuring that its adjustable speed control and warning bell or horn work. Strict speed limits will be adhered to, for your safety and the safety of all Smith Village residents and staff. Please put your name on your cart to avoid confusion with others of the same make and model.

Before operating a motorized cart, you must sign an acknowledgement of this policy and agree to be bound by it. The policy, as described, will be reviewed periodically.

You also will be expected to keep your motorized cart inside your apartment when you are there. And you may not store it in any elevator lobby.

If you use a rollator as a chair in your apartment, please do not use it as a wheelchair. For safety's sake, a rollator can only be used for sitting, not moving at the same time.

Guests at Smith Village

Guest Rooms and Meals

Two furnished suites are available for your guests. Your overnight or out-of-town guests are invited to stay in a Smith Village guest suite for a maximum of five consecutive days, based on availability and with approval from Smith Village. Reservations can be made through the Reception Desk.

Guests may not stay at Smith Village for more than 14 days per calendar year without Smith Village's prior written approval. You will be responsible for the conduct of your guests and for payment of any damages done and/or charges incurred by them.

Pets and smoking are not allowed in the guest suites.

The cost for a suite includes a continental breakfast. Feel free to invite your family and friends to dinner at an additional cost. Please check with the Dining Room Manager to make a reservation for guests planning to enjoy dinner at Smith Village, preferably 24 hours in advance. Space in the Dining Room is based on availability.

When a guest is staying in one of the guest suites, that individual may pay cash for meals in Marketplace Café. Or you may use your Dining Points to treat them to meals and snacks in the Marketplace Café and to meals in the Dining Room.

Visits by Youngsters

Children are very welcome at Smith Village. To ensure their safety as well as the comfort and privacy of all residents, please supervise all youngsters during visits. Do not allow children to run or play in the lobbies, corridors or elevators. If you would like to entertain your young visitors with board games and puzzles, please see the Receptionist who will provide them.

Visitors for Tours, Special Events for Marketing Programs

Smith Village is committed to keeping our community vibrant and vital. With that in mind, we conduct an ongoing marketing program to attract new residents. As you know personally, it is very helpful to experience for yourself the lifestyle and spirit of a community before choosing to move to Smith Village.

From time to time, Smith Village will host tours and special events for people who are considering the possibility of moving into Smith Village. We appreciate your expressions of hospitality and, when appropriate, your offer to participate in some of these activities.

TV Channel Lineup

(TV Guide on Channel 57)



Channel	Station
2	CBS WBBM Channel 2
2-1 HD	HD CBS
3	Independent Living Information Ch.
4	In-House DVD Movie Channel
5	NBC WMAQ Channel 5
5-11 HD	HD NBC WMAQ Channel 5
5-12 HD	NBC HD Weather
5-13 HD	NBC HD
6	PBS WYCC Channel 20
7	ABC WLS Channel 7
7-1 HD	HD ABC WLS Channel 7
7-2 HD	ABC HD
7-3 HD	ABC HD
8	FOX WFLD Channel 32
9	CW WGN Channel 9
9-11 HD	HD CW WGN Channel 9
9-12 HD	HD Channel 9
10	ION PAX WCPX Channel 38
11	PBS WTTW Channel 11
11-1 HD	PBS HD
11-2 HD	PBS HD
11-3 HD	PBS HD
11-4 HD	PBS HD
12	UPN WPWR Channel 50
13	EWTN Religious
14	C SPAN
15	C SPAN2
16	CNN
17	MSNBC Headline News
18	Fox News
19	Weather Channel
20	Comcast Sports Net Chicago
20-11 HD	PBS WYCC Channel 20 (HD)
20-12 HD	HD PBS WYCC SD Channel 20
20-13 HD	HD PBS WYCC Mega Channel 20
21	TNT Network
22	USA Network
23	WTBS Super Station Channel 14
24	Discovery Channel
25	TLC Learning Channel
26	Family Channel ABC Family
27	QVC

TV Channel Lineup (TV Guide on Channel 57)



Channel	Station
28	A&E Arts & Entertainment
29	History Channel
30	TV Land
31	Hallmark Channel
32	Animal Planet
32-1 HD	FOX WFLD Channel 32 (HD)
33	Comedy Central
34	AMC American Movie Channels
35	Lifetime Movie Network
38-11 HD	ION PAX WCPX Channel 38 HD
38-12 HD	ION QUBO
38-13 HD	ION LIFE
40	HGTV Home & Garden TV
41	Food Network
42	Travel Channel
43	BRAVO Arts/Movie Channel
44	HSN Home Shopping network
45	Independent Film Channel
46	Turner Classic Movies
47	ESPN
48	ESPN 2
49	ESPN News
50	ESPN Classic
51	CNBC
52	WCIU Channel 26
53	Fox Premium Movies (no commercial)
54	OWN Oprah Winfrey Network
55	HBO Family
56	Music Channel
57	TV Guide (Custom Guide)
58	Assisted Living Information Channel
59	Lakeshore PBS/WYIN Merrillville, IN 56
60	GOLF
61	Big Ten Sports
62	National Geographic
63	SY FY Channel
64	Tru-TV
65	ENCORE (Movie Channel)

**Please note that all of these stations will be available until the Spring of 2012. At that time some premium channels will require monthly nominal fees to continue if desired.

